



Office of Information Technology Services

**Office of Information
Technology Services
E-Government Lexicon**

Administrative Services
Office of Information Technology Services
August 2, 2000
<http://www.its.state.nc.us>

This *E-Government Lexicon* has been developed to provide a quick reference for spelling and capitalization for e-government terms. ITS has also developed an *E-Government Glossary* to help employees understand and correctly use the new language of Internet-based government. The glossary is part of our effort to standardize usage for North Carolina's IT professionals in state government.

Most commonly used terms

best practices	IT Procurement
CIO	LAN
database	metadata
dot-com	n-tier
DSL	NC @ Your Service Initiative
digital government	PIO
EBT	PKI
e-commerce	portal
EFT	protocol
EDI	private key
e-government	public key
e-mail	service-level agreement
enterprise management	TCP/IP
e-procurement	technical architecture
E-Rate	third party
intranet	WAN
ISDN	Web
IT portfolio-based management	wireless

General terms

16-bit operating system

3-tier application

3270 terminal

32-bit operating system

3GL (**third-generation language**)

4GL (**fourth-generation language**)

access control list

access privileges

access protocol

ACD (**automatic call distribution**)

ad hoc queries

adaptive system

ADSL (**asymmetrical data subscriber line**)

agents

AMS (**Applications Management Services**)

ANCHOR-NET

anonymous FTP (**File Transfer Protocol**)

ANSI (**American National Standards Institute**)

anti-virus software

application portfolio

APE (**application program for the enterprise**)

API (**application program interface**)

APM (**advanced power management**)

applet

application architecture

application communication middleware

application development

application integration

application program

application server

application services

application software

application system

application-based

Archie

architecture

archive

ARP (**Address Resolution Protocol**)

ASC (**Accredited Standards Committee**)

ASCII (**American Standard Code for Information Interchange**)

ASP (**Active Server Page**)

ASP (**application service provider**)

Assembler

asynchronous processing

asynchronous transfer mode

ATM (**asynchronous transfer mode**)

atomic-level data

authentication

authorization

AVI (**Audio/Video Interleaved**)

backbone

bandwidth

best practices

BGP (**Border Gateway Protocol**)

BI (**business intelligence**)

Binary Executable Format

BISDN (**Broadband Integrated Services Digital Network**)

booting

BPR (**business process re-engineering**)

bps (**bits per second**)

bridge

broadband

broadcast

broker

browser

BTS (**Business Technology Services**)

bus topology

business events

business recovery	conferencing and meeting
business rules	configuration management
CA (certificate authority)	connectivity
cabling	content providers
calendar and scheduling	contention
calendar and scheduling front end	cookie
call center	cooperative processing
carrier services	CORBA (Common Object Request Broker Architecture)
CD-ROM (compact disk-read-only memory)	core services
cell relay	COTS (commercial off-the-shelf)
centralized computing	CPI (continuous process improvement)
Centrex (central office exchange service)	CRM (customer relationship management)
CGI (common gateway interface)	cross-platform
change management	CS (Computing Services)
CIC (customer interaction center)	CSC (Customer Support Center)
CICS (Customer Information and Control System)	CSS (Cascading Style Sheet)
CIO (Chief Information Officer)	CTI (computer telephony integration)
Class A LAN Support	CTO (Chief Technology Officer)
class libraries	customer-oriented
client	cyberspace
client contact point	cybertrust
client/server	daemon
client/server network	DAP (Directory Access Protocol)
cluster systems	DASD (Direct Access Storage Device)
CMIP (Common Management Information Protocol)	data
CMM (Capability Maturity Model)	data access
coaxial cable	data access middleware
COBOL (Common Business Oriented Language)	data cleansing
COLD (computer output to laser disk)	data communication
common business service	data dictionary
component	data hygiene
component testing suite	data integrity
componentware	data mart
	data mining
	data model

data processing	driver
data repository	DSE (data switching exchange)
data review board	DSL (Digital Subscriber Line)
data visualization	DTD (Document Type Definition)
data warehouse	e-auction
database	EAI (enterprise application integration)
database server	e-business
DB (database)	EBT (electronic benefits transfer)
DBMS (Database Management System)	e-cash
DCE (Distributed Computing Environment)	e-commerce
DCS (Distributed Computing Services)	EDI (electronic data interchange)
decryption	e-form
de facto standard	EFT (electronic funds transfer)
deployment	e-government
desktop publishing	elementizing
DHTML (Dynamic Hypertext Markup Language)	e-mail
digital cash	e-mail application programming interface
digital certificate	e-mail front end
digital government	e-mail gateways
digital innovation	e-mail server
digital network	e-mail system
digital signature	encapsulation
directory service	encryption
disaster recovery	end user
disk array	enterprise
distributed computing	enterprise application service provider
distributed device management	enterprise management
distributed infrastructure	enterprise portal
distributed systems management	EPMO (Enterprise Program Management Office)
distributed transaction	e-procurement
DLL (Dynamic Link Library)	E-Rate
DNS (domain name system)	ERP (enterprise resource planning)
document management	Ethernet
domain name system server	exabyte
dot-com	executable program

extensible	HTTP (Hypertext Transfer Protocol)
extranet	hub
fat client	hypertext
fat server	IANA (Internet Assigned Numbers Authority)
FDDI (Fiber Distributed Data Interface)	ICANN (The Internet Corporation of Assigned Names and Numbers)
federated data	IDL (Interface Definition Language)
fiber optic cable	IETF (Internet Engineering Task Force)
file server	IIOOP (Internet Inter-ORB Protocol)
filter	imaging
firewall	IMAP (Internet Message Access Protocol)
firmware	index
frame relay	industry standard
front end	information
FTP (File Transfer Protocol)	information design
gateway	information model
Gbps (billions of bits per second)	infranet
GIF (Graphics Interchange Format)	infrastructure
gigabyte	integration
glass house	intelligent agent
gov	intelligent workstation
granularity	interactive
groupware	interactive system
GUI (graphical user interface)	inter-application middleware
hand-held computer	interface
hard-coded	Internet
hardware	InterNIC (Internet Network Information Center)
hard-wired	interoperability
harvesting	inter-query parallelism
help desk	intra-application middleware
heterogeneous systems	intranet
HIPAA (Health Insurance Portability and Accountability Act)	intra-query parallelism
home page	IOTP (Internet Open Trading Protocol)
host	IP (Internet Protocol)
HSM (hierarchical storage management)	IP address
HTML (Hypertext Markup Language)	

IRM (Information Resource Management)	logical application boundary
IRMC (Information Resource Management Commission)	look and feel
ISDN (Integrated Services Digital Network)	loosely coupled
ISO (International Organization for Standards)	LPAR (logical partition)
ISP (Internet service provider)	machine language
IT (information technology)	mailbox
IT enterprise management	mainframe
IT portfolio-based management	MAPI (Messaging Application Programming Interface)
IT procurement	marketspace
ITS (Office of Information Technology Services)	matching
IVR (interactive voice response)	Mbps (millions of bits per second)
JAD (joint application development)	megabyte
Java	message store
JPEG (Joint Photographic Experts Group)	messaging
Kbps (kilobits per second)	metadata
Kerberos	microcash
Kermit	micromerchants
key	middleware
kiosk	midrange machine
knowledge management	migration
LAN (local area network)	MIME (Multi-purpose Internet Mail Extensions)
laser printer	minicomputer
last-mile technology	MIPS (millions of instructions per second)
LATA (local access transport area)	mirror site
LEC (local exchange carrier)	MOM (message oriented middleware)
legacy application	monolithic application
legacy system	Moore's Law
Level 1 Support	mouseover
Level 2 Support	MPEG (Moving Picture Experts Group)
Level 3 Support	MTA (message transfer agent)
leveraged management of IT	MUA (mail user agent)
list server	multi-dimensional database
LOB (line of business)	multi-homed
	multimedia

multi-platform computing	OSI (Open System Interconnection)
multiplexor	OTS (off-the-shelf)
multi-tasking	outsourcing
multi-threaded	PABX (private automatic branch exchange)
multi-tier	PAC (privilege access certificate)
NCGOV.COM Initiative	packet
NC @ Your Service	packet switching
NC @ Your Service Project Office	parallel processing
NCIH (North Carolina Information Highway)	partitioning
NCIIN (North Carolina Integrated Information Network)	PDA (personal digital assistant)
network	PDF (Portable Document Format)
network computing	petabyte
NIST (National Institute of Standards & Technology (USA))	physical partitioning
non-relational database	pilot project
non-user interface	PIO (Public Information Officer)
NOS (network operating system)	PIM (personal information manager)
n-tier	PKI (public key infrastructure)
Object Management Group	platform
ODBC (Open Database Connectivity) driver	platform-independent languages
OEM (original equipment manufacturer)	PPTP (Point-to-Point Tunneling Protocol)
office automation	point-to-point
OLAP (online analytical processing)	policy-based networking
OLTP (online transactional processing)	POP (point of presence)
OMG (Object Management Group)	POP3 (Post Office Protocol 3)
one-stop shop	portability
online transaction	portal
Open Group, The	PostScript
open system	POTS (plain old telephone service)
operations	print server
operations management	private key
optical storage	process
organizational boundary	process-oriented
OS (operating system)	project management
	proprietary
	protocol

proxy server	service-oriented
public access	SGML (Standard Generalized Markup Language)
Public Directory Service Protocol	signature file
public key	single point of contact
publish and subscribe	SLA (service-level agreement)
push technology	smart card
PVC (permanent virtual circuit)	SMTP (Simple Mail Transfers Protocol)
QA (quality assurance)	SNA (Systems Network Architecture)
QOS (Quality of Service)	SNADS (Systems Network Architecture Distribution Services)
RAD (rapid application development)	SNMP (Simple Network Management Protocol)
RDBMS (relational database management system)	sockets
relational database	software
replication service	software distribution
repository	SONET (Synchronous Optical Network)
reusable component	SPOC (single point of contact)
reuse administration	SQL (Structured Query Language)
reuse facilitation	SSO (single sign-on)
reuse methodology	stand-alone (adj.)
RFI (request for information)	stand-alone workstation
RFP (request for proposal)	star topology
ring topology	sticky
RMS (repository management system)	storage management
ROI (return on investment)	store and forward
rollout	stovepiped
router	summary data
SAN (storage area network)	support services
SAP	synchronous processing
scalability	systems integration
scheduling and calendaring	system management
security	tape storage
security services	TCO (total cost of ownership)
SEI (Software Engineering Institute)	TCP (Transmission Control Protocol)
server	TCP/IP (Transmission Control Protocol/Internet Protocol)
service	
service broker	

technical architecture	version control
technical architecture standards	vertical market
telecommunications	vertical market software
Telnet	video conferencing
terabyte	VIM (vendor independent messaging)
terminal	VLDB (very large database)
thin client	voice mail
third-party (adj.)	VPN (virtual private network)
third party (noun)	VRU (voice response unit)
thread	W3C (World Wide Web Consortium)
three-tier	WAN (wide area network)
tier	WAP (Wireless Application Protocol)
TIFF (Tagged Image File Format)	WBEM (Web-based Enterprise Management)
token ring	Web accessibility
top-level domain	Web browser
TP (transaction processing) monitor	Web hosting
tps (transactions per second)	Web page
traffic filtering	Web site
transaction	white paper
transformation engine	wireless
TS (Telecommunications Services)	wireless LAN
TSR (terminate and stay resident)	WML (Wireless Markup Language)
tunneling	wrapper
two-tier	WWW (World Wide Web)
UI (user interface)	X.25
UPS (uninterruptible power supply)	X.400
URL (Uniform Resource Locator)	X.500 Directory Service
user	XHTML (Extensible Hypertext Markup Language)
user authentication	X/Open
user authorization	X/Open API
user interface	X/Open TX
VAN (virtual area network)	X/Open XA
Vantive	X/Open XATMI
VCalendar	XML (Extensible Markup Language)
vCard	
VDC (virtual data center)	

